

L Number	Hits	Search Text	DB	Time stamp
-	585	705/26.ccls.	USPAT	2001/12/29 14:10
-	112	705/26.ccls. and (pric\$ adj information)	USPAT	2001/12/29 14:11
-	55	(705/26.ccls. and (pric\$ adj information)) and (promot\$)	USPAT	2001/12/29 14:12
-	0	((705/26.ccls. and (pric\$ adj information)) and (promot\$)) and (distribut\$ near7 (computer adj program))	USPAT	2001/12/29 14:13
-	27	((705/26.ccls. and (pric\$ adj information)) and (promot\$)) and advertis\$	USPAT	2001/12/29 14:15
-	16	((705/26.ccls. and (pric\$ adj information)) and (promot\$)) and (display near7 pric\$)	USPAT	2001/12/29 14:20
-	13	(705/26.ccls. and (pric\$ adj information)) and incentive	USPAT	2001/12/29 14:23
-	403	705/14.ccls.	USPAT	2001/12/29 14:23
-	1	705/14.ccls. and (distribute near7 (computer adj program))	USPAT	2001/12/29 14:25
-	0	705/14.ccls. and (send near7 (computer adj program))	USPAT	2001/12/29 14:26
-	3	705/14.ccls. and ((mail or transmit) near7 (computer adj program))	USPAT	2001/12/29 14:29
-	128	705/14.ccls. and (pric\$ near7 information)	USPAT	2001/12/29 14:30
-	20	(705/14.ccls. and (pric\$ near7 information)) and (computer adj program)	USPAT	2001/12/29 14:42
-	87	(705/14.ccls. and (pric\$ near7 information)) and (promot\$ or incentive)	USPAT	2001/12/29 14:43
-	3	((705/14.ccls. and (pric\$ near7 information)) and (promot\$ or incentive)) and (display near4 (price adj chang\$))	USPAT	2001/12/29 14:45
-	323	705/27.ccls.	USPAT	2001/12/29 14:46
-	122	705/27.ccls. and (pric\$ near4 inform\$)	USPAT	2001/12/29 14:47
-	2	(705/27.ccls. and (pric\$ near4 inform\$)) and ((distrib\$ or send or transmit\$) near4 (computer adj program))	USPAT	2001/12/29 14:50
-	58	(705/27.ccls. and (pric\$ near4 inform\$)) and (promot\$ or incentive)	USPAT	2001/12/29 14:51
-	0	((705/27.ccls. and (pric\$ near4 inform\$)) and (promot\$ or incentive)) and (promot\$ near7 (computer adj program))	USPAT	2001/12/29 14:52
-	212	705/36.ccls.	USPAT	2001/12/29 14:53
-	67	705/36.ccls. and (pric\$ near5 information\$)	USPAT	2001/12/29 14:54
-	0	(705/36.ccls. and (pric\$ near5 information\$)) and (promot\$ near5 (computer adj program))	USPAT	2001/12/29 14:55
-	2	(705/36.ccls. and (pric\$ near5 information\$)) and ((distribut\$ or transmit or send) near5 (computer adj program))	USPAT	2001/12/29 14:57
-	251	705/37.ccls.	USPAT	2001/12/29 14:57
-	110	705/37.ccls. and (pric\$ near5 information\$)	USPAT	2001/12/29 14:59
-	0	(705/37.ccls. and (pric\$ near5 information\$)) and (promot\$ near5 (computer adj program))	USPAT	2001/12/29 15:00
-	2	(705/37.ccls. and (pric\$ near5 information\$)) and ((distribut\$ or transmit or send) near5 (computer adj program))	USPAT	2001/12/29 15:01

-	71	700/91.ccls.	USPAT	2001/12/29 15:01
-	1	700/91.ccls. and (pric\$ near7 information)	USPAT	2001/12/29 15:03
-	4	700/91.ccls. and ((distribute or send) near7 (computer program))	USPAT	2001/12/29 15:04
-	125	283/51.ccls.	USPAT	2001/12/29 15:04
-	3	283/51.ccls. and (pric\$ near7 information)	USPAT	2001/12/29 15:07
-	51616	incentive or promotion\$ or advertis\$	USPAT	2001/12/29 15:07
-	1241	(incentive or promotion\$ or advertis\$) and (pric\$ near6 information)	USPAT	2001/12/29 15:08
-	7	((incentive or promotion\$ or advertis\$) and (pric\$ near6 information)) and (distribut\$ near5 (computer adj program))	USPAT	2001/12/29 15:09

T11/FULL/1

11/9/1

DIALOG(R)File 148:Gale Group Trade & Industry DB
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09458807 SUPPLIER NUMBER: 19368899 (THIS IS THE FULL TEXT)
**WiseWire to Present at Internet Showcase: Launches Personalized Internet
Information Service Based On Machine Learning**
PR Newswire, p429PHTU011
April 29, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 464 LINE COUNT: 00045

TEXT:

SAN DIEGO, Internet Showcase, April 29 /PRNewswire/ -- WiseWire Corporation is a presenter at Internet Showcase:

WiseWire Corporation today unveiled its premier Internet information filtering service, WiseWire.com. A free, highly intelligent personalized information service, WiseWire.com combs the Internet and delivers customized information to consumer and business users. As subscribers read documents, WiseWire gauges their reactions and automatically learns their preferences to deliver additional information tailored to their interests.

WiseWire users evaluate what they read by clicking a rating bar. WiseWire.com's intelligent agent and machine learning technologies identify the subtleties in the content that make it appealing to each user. The service also learns users' preferences about document attributes like the source, author, and timeliness.

WiseWire.com draws from a broad range of online sources including World Wide Web pages, online news and entertainment, over 20,000 Usenet newsgroups, and mailing lists. Enhanced by live feeds from AP, Reuters, SportsTicker, Business Wire, and PR Newswire, WiseWire.com allows users to choose from hundreds of existing topics or create their own.

In addition to applying content filtering technology to analyze news articles and other Internet information, WiseWire.com allows subscribers to benefit from the collective intelligence of other users. By sharing items that are rated highly by subscribers in the WiseWire.com community, the service is able to suggest interesting information, just as a friend might recommend a good book. Another feature, WiseWorld chat, will allow WiseWire.com members to exchange ideas within shared topics. Collaborative filtering and WiseWorld chat will be incorporated in Release 2.0 of the service, available in late May.

A Web-site-based service, WiseWire allows customers to access their accounts through any standard Web browser and from any location. This configuration also allows WiseWire to incorporate, on a regular basis, enhancements to the user interface, premium content sources, and real-time news and information updates.

In addition to WiseWire.com service, the technology offers limitless applications for improving the usefulness of the Internet, including vertical market and Intranet solutions, filtering services for online publishers, and licensed applications.

WiseWire.com began as the thesis project of company founder and Chief Technology Officer, Ken Lang, a doctoral candidate at Carnegie Mellon University. Lang postponed his studies and founded the company in June 1995.

SOURCE WiseWire Corporation

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04/29/97

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. 215-505-1397, or e-mail, jsciales@shandwick.com, for WiseWire/
CO: WiseWire Corporation ST: Pennsylvania, California IN: CPR MLM SU:
DP -- PHTU011 -- 8108 04/29/97 18:05 EDT <http://www.prnewswire.com>
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COMPANY NAMES: WiseWire Corp.--Services

INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of
business

DESCRIPTORS: Information services industry--Services

PRODUCT/INDUSTRY NAMES: 7375000 (Database Providers)

SIC CODES: 7375 Information retrieval services

FILE SEGMENT: NW File 649

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T10/FULL/3

10/9/3

DIALOG(R)File 148:Gale Group Trade & Industry DB

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09079464 SUPPLIER NUMBER: 18823291 (THIS IS THE FULL TEXT)

'Intelligent agents' for real? (resellers use intelligent software agents to reduce network congestion, gather information) (includes related article on agent technology targeted to small office/home office users) (Technology Information)

Torode, Christina

Computer Reseller News, n706, p63(2)

Oct 21, 1996

ISSN: 0893-8377

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1108

LINE COUNT: 00092

ABSTRACT: Some resellers claim that intelligent agent software is useful for reducing network traffic and helping customers obtain information, but programmers warn that agents are difficult to use and often are not very 'smart'. However, companies are using agent technology, in the form of keyword filters and text-retrieval engines, to personalize the Web, Internet and corporate intranets. Restrac, Documentum and Netscape are embracing agent technology by implementing Verity's search engine into their software products. Each company finds the text search and retrieval capabilities of the Verity engine allow their customers to efficiently access and display focused corporate data. Resellers are joining traditional software development companies by building agents into their services and products. Analysts report intelligent agents' ability to locate and present personalized information will increase online activity and improve the popularity of the Internet.

TEXT:

Waltham, Mass. - As congestion continues to stall the information superhighway, a growing number of VARs are using "intelligent agents" to unsnarl the traffic.

Agent technology is being promoted by experts as a useful tool for VARs to help customers gather information, but caution is recommended in choosing a software agent.

For several years now, companies have touted software agents that could reach into cyberspace for users and act on their behalf. Based on user preferences, dinner reservations and vacation plans could be performed by computerized valets, while users are on- or off-line. For the most part, however, developers found these products were what they claimed to be-unbelievable.

"When push comes to shove, intuitive interfaces are inconceivably hard to develop, so many things can go wrong," said Jerry Michalski, analyst and managing editor for New York-based Release 1.0, a newsletter. "The agents that exist today just aren't smart enough to make those decisions."

The emergence of agent technology, viewed as important by some observers and less so by others, is making legitimate strides toward personalizing the Internet and the corporate intranet experience. Text-retrieval engines, keyword filters and online services all fall into this broad, yet-to-be defined realm of technology being used both on the client and server sides, in large corporations and in the small-office/home-office market.

Netscape Communications Corp., Documentum, and Restrac Inc. are among companies embedding Verity Inc.'s search engine in their offerings. Verity's Topic search engine is now part of its Search 97 suite of search and retrieval products, including Search 97 Personal. This interface

launches information queries and views and returns documents in their native format without launching the application that created them. Personal supports more than 200 native file formats and works with Netscape 2.0 and up and Microsoft Internet Explorer. Personalized agents also can be created and sent out to the Internet.

The suite's Information Server manages, searches for, and retrieves information in corporate memories. Intelligent components can also be added to the server to customize search capabilities. Agent Server is one of the components used to launch intelligent agents that search for new or updated information on the Internet.

Restrac Inc., a Dedham, Mass.-based systems integrator and developer of enterprise staffing applications, has used Verity's Agent Server toolkit since the early 1990s.

"Our customers, who are mainly corporations with large human resource departments, need to be able to find the best qualified person for a position quickly," said Rob Perry, director of product management. "By integrating Verity's technology with our applications, they no longer have to sort through file cabinets to find the right match. All they have to do is specify what they are looking for, and an agent returns the best match to them from a candidate-based resume application."

Documentum, Pleasanton, Calif., is embedding Verity's search technology into its Enterprise Document Management System; Netscape is doing so in its Netscape Enterprise Server; and Menlo Park, Calif.-based Informix Corp. is integrating it into its core database server. Verity Chief Executive and Chairman Philippe Courtot said the Sunnyvale, Calif., company already has made pacts with major resellers and hundreds of smaller VARs and resellers to be announced over the next few months. Enterprisewide deployment of Search 97 starts at \$1,995 per server.

Client/server agent technology is the route for VARs looking to provide Internet services to take, said analyst John Robb of Cambridge, Mass.-based Forrester Research Inc. Robb ranks Verity and Firefly Network Inc., which has an online service that uses agents to recommend music and movies, as two technology leaders in this area.

"For the Web not to collapse, developers have to connect personal desktop agents, servers and big navigation hubs," said Robb. "In order for the Web to survive as a place that's interesting to interact with, agents are central, and they will one day affect almost everything we do in business."

Senior Consultant Geoffrey Bock of the Boston-based Patricia Seybold Group, agrees agent technology is the missing link of the Internet.

"It could be the glue within the Internet client/server computing environment, allowing interaction between client/server and other servers," said Bock. "VARs should begin working to create personal customized information delivery, and agents will help them do this."

A Meta Group Inc. study published last May said search and retrieval technology, including agenting, will be an innate piece of Internet and corporate intranet services by 2000. Companies providing these services will have to form relationships with other ISVs or even be acquired by major corporations such as Microsoft Corp., Netscape and IBM Corp. as they become more pluggable and modular, said Meta, a Stamford, Conn., research firm.

Others are not willing to bet the farm on agent technology. "I am very skeptical about high-end agents promising intelligence between user and agent model user preferences," said Release 1.0 's Michalski, who feels most existing agents fall short of the mark. "I have yet to see a true intelligent agent, an autonomous piece of software that knows about preferences, is intuitive and acts on your behalf, and (it) would not recommend that VARs jump on so-called high-end high agents."

Firefly Network, Cambridge, Mass., already has something of a cult following with more than 300,000 members. The company's agenting software,

developed at MIT's Media Laboratory by four of the company's founders, originally went online in 1995 as a free, customizable site aimed at music and movie fans. Members have their own personalized agents that are sent out to gather new CD or movie releases to match preferences they made. Members also can send mail to each other and talk in realtime private areas.

Like Verity, Firefly has aligned itself with other ISVs, including search and retrieval engine service Yahoo! Inc., Santa Clara, Calif. Members take their Firefly agent along with them to further personalize information retrieval.

Free downloads and alliances may help intelligent agents gain needed recognition and evolution, but as it exists today, analysts warn VARs to shop around before making any deals.

Analyst Harry Fenik, of Zona Research Inc., Redwood City, Calif., said, "Right now, VARs need to be very careful in their choices, but at the same time, they can't wait for it to stabilize in this industry or it will pass them by."

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COMPANY NAMES: Verity Inc.--Products

INDUSTRY CODES/NAMES: CMPT Computers and Office Automation; BUSN Any type of business

DESCRIPTORS: Online searching--Computer programs; World Wide Web--Computer programs

PRODUCT/INDUSTRY NAMES: 7372602 (Communications Software Pkgs (Micro))

SIC CODES: 7372 Prepackaged software

TICKER SYMBOLS: VRTY

FILE SEGMENT: CD File 275 .

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T10/FULL/1

10/9/1

DIALOG(R) File 148:Gale Group Trade & Industry DB
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11208607 SUPPLIER NUMBER: 55238036 (THIS IS THE FULL TEXT)
Shopbots. (intelligent robotic agents)
Rudich, Joe
Link-Up, 16, 4, 26(1)
July-August, 1999
ISSN: 0739-988X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1027 LINE COUNT: 00089

TEXT:

Agents work for you to find the lowest prices on everything from Beanie Babies to high-end PCs

I've wanted to own my own robot ever since the first few episodes of Lost in Space - don't we all want a little mechanized help?

Alas, development of the man-sized multifunctional robot is still in the future, but I pay attention when I see anything that suggests that an intelligent automaton may be available to help me.

Robotic automation, or at least intelligence-like independence, is more frequently realized in software than mechanical devices, and shopbots are the latest incarnation. Intelligent agents are software programs that will automatically deliver exactly what a network or database user is looking for. The term shopbot is currently used for any agent or "bot" that does automatic comparative price shopping on the Web.

Consumer view While there is a great deal of discussion about the great potential of shopping agents for business-to-business commerce, particularly for commodity items, so far this is limited to just talk. Meanwhile, agent technology has found practical use in consumer shopping on the Web. A variety of agents are available to search for the lowest prices on everything from Beanie Babies to digital video players to high-end PCs. Excite has Product Finder, Yahoo! has Yahoo! Shopping, and Amazon has Shop on the Net, to name a few. These shopbots do comparison-shopping for you - finding who has the products you're looking for and presenting you with a list of sites and prices.

Some analysts divide shopbots into three specific categories. "Product brokering" shopbots recommend products based on past selections or constraints specified by the buyer. "Merchant brokering" shopbots collect price and availability information. "Negotiating" shopbots buy, sell, and bargain with other bots based on user parameters. Many auction sites already serve this function. Users can automate their bidding by (secretly) setting the highest price they're willing to go within a certain time frame, then letting the software handle the interaction with other bidders. The user comes back later to find out whether he's purchased what he was bidding on and at what price.

There are also new technologies such as Alexa - a navigation service that works with your browser - that behave a lot like shopbots. Alexa appears as a floating information bar that provides ancillary information about the site you're viewing. It also contains recommendations of other sites you might want to visit.

So, for example, if you started your shopping at Amazon.com, Alexa will tell you how Amazon is rated by professional rating services and by other visitors like yourself. It will also tell you where Amazon.com is located (complete with street address, map, weather conditions, and driving instructions if you happen to be in the Seattle area).

Retailer view

Shopbots truly can help consumers find the lowest prices for

products, but it turns out that not all online merchants are enamored of agent technology or its effect on electronic commerce.

In theory, agents can bring the market goal of "perfect information" within reach of an online buyer. That is, an agent can report the list price from every available seller that stocks a particular item. In fact, most agents search a much more limited universe. MySimon, for example, searches about 800 merchants. To some degree, these limitations are forced by vendors, who have mixed - sometimes controversial - opinions regarding shopping agents. Retailers rarely care to be side-by-side with their competitors, and the kind of customer who buys solely on price is not one that most merchants want anyway. Online merchants always have the option to "block" an agent mining their sites for data.

Merchant sites actually block agents infrequently today, for three main reasons: Agents have become more commonplace, they do drive traffic to the sites, and companies recognize that comparison shopping goes with the cyberterritory. Most merchants are willing to accept side-by-side comparisons, but not all embrace every intelligent-agent concept, particularly those agents that collect commissions from online vendors.

My Simon, unlike some agents, doesn't charge merchants to be part of its searches. Instead, its business model is built on commissions of 2-5% of each sale, made to a buyer who accessed the site through a MySimon search. Merchants also have the option of paying to post logos or ad banners on the MySimon site.

Of course, online buyers, whether using an agent or not, do not necessarily always choose the lowest price. Agents can give buyers a pretty good idea of choices, but in the end, the consumer weighs many factors before keying in that credit-card number, among them merchant name recognition, trustworthiness, and track record.

Leading Agents

Excites ProductFinder

<http://jango.excite.com>

Features: 10 shopping categories, including computer hardware and software, cameras, games and toys

Inktomi's C2B

<http://www.inktomi.com/products/shopping>

Features: 12 categories, 460,000 products, 170 merchants

Amazon.com's Shop the Web

<http://shoptheweb.amazon.com>

Features: Junglee Shopping Guide lists more than 15 million items;

Job Canopy posts 90,000 job listings

MySimon

<http://www.mysimon.com>

Features: 12 shopping categories; 2,000 merchant agents, adding 200 per week; more than 10 million unique products

Yahoo! Shopping

<http://shopping.yahoo.com>

Features: 14 shopping categories; over 500 merchant agents, more than 12 million products

BargainFinder

<http://www.bargainfinder.com>

Features: Over 50,000 discounted items, now a subscription-based service

MX Bookfinder

<http://www.bookfinder.com>

Features: Searches 10 different online bookstores for the best price

Price Watch

<http://www.pricewatch.com>

Features: Specifically for computer and electronic products, compares among participating retailers

BottomDollar

<http://www.bottomdollar.com>

• Features: 16 product categories, 400,000 products, good source for clearance items and bargains

ComputerShopper

<http://www.zdnet.com/computershopper>

Features: Managed by Ziff-Davis publishing, helps buyers choose computer products as well as find the lowest prices, choosing from over 150 online computer retailers

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INDUSTRY CODES/NAMES: BUSN Any type of business; CMPT Computers and Office Automation

DESCRIPTORS: Robots--Usage; Teleshopping--Innovations; Electronic commerce--Innovations

PRODUCT/INDUSTRY NAMES: 4811524 (Teleshopping Services); 3569490 (Robots NEC)

SIC CODES: 4822 Telegraph & other communications; 3569 General industrial machinery, not elsewhere classified

NAICS CODES: 514199 All Other Information Services; 333999 All Other Miscellaneous General Purpose Machinery Manufacturing

FILE SEGMENT: TI File 148

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